

## MEDS - Medical Safety

### MEDS-C      COMPLICATIONS

**OUTCOME:** The patient and/or family will understand the importance of preventing and managing medical errors.

**STANDARDS:**

1. Discuss with patients/family members that it is important for them to take an active role in their healthcare.
2. Discuss with the patient/family how to contact the appropriate healthcare provider with questions regarding medical therapy or potential medical errors.
3. Discuss with the patient/family when it is appropriate to go to the emergency room if a medical error, medication side-effect, or other emergency situation occurs as a result of medical treatments.

### MEDS-FU      FOLLOW-UP

**OUTCOME:** The patient and/or family will understand the importance of maintaining follow up care.

**STANDARDS:**

1. Discuss the importance of maintaining follow-up appointments to minimize the risk of medical errors.
2. Discuss the importance of reviewing follow-up information such as laboratory results and other test results.

### MEDS-I      INFORMATION

**OUTCOME:** The patient/family will be able to identify their primary provider and the condition(s) for which the patient is being treated.

**STANDARDS:**

1. Emphasize the importance of knowing the identity of the physician in charge of the total care.
2. Assist the patient/family in identifying their primary physician.
3. Discuss the conditions for which the patient is being treated and methods of treatment being used as well as options available.
4. Refer to reliable resources for more information as appropriate.

**MEDS-L      PATIENT INFORMATION LITERATURE**

**OUTCOME:** The patient and/or family will receive written information regarding medical therapies, contact information, and health concerns.

**STANDARDS:**

1. Provide written information describing medications that are being prescribed/dispensed, common side effects of medications dispensed, and contact information for patients in case they experience a side effect from their medication.
2. Provide written information describing treatment plans that are being prescribed/dispensed, cautions to therapy, and contraindications to therapy.
3. Provide written information describing procedures or surgeries that are being prescribed/dispensed, cautions of therapy, and contraindications of therapy.
4. Discuss the content of written information with the patient/family.

**MEDS-M      MEDICATIONS**

**OUTCOME:** The patient/family will understand that medications are a potential source for medical errors.

**STANDARDS:**

1. Discuss with patients/family members that it is important for them to take an active role in their healthcare.
2. Discuss the importance of informing providers of all medical therapies that you are taking. This includes:
  - a. Prescribed medications
  - b. Alternative therapies, e.g., traditional medicine
  - c. Herbal medications
  - d. Oral nutritional supplements, vitamins and minerals
  - e. Over-the-counter medications
3. Discuss the importance of informing your providers of any allergies or adverse medication reactions that you may have experienced.
4. Discuss the importance of being able to identify any medications that the provider has written and knowing what medications are being prescribed.
5. Discuss the importance of obtaining understandable medication information. Also ensure that directions on medication labels are clear and easily understood. Discuss that this information should be provided every time your prescription is filled.

6. Discuss the importance of having the pharmacist verify that this is the medication that was prescribed by your provider.
7. Instruct the patient to check the medication label to verify the patient's name on the medication.
8. Discuss the importance of being able to take the appropriate amount of medication. Ensure dosage forms can be obtained (e.g., breaking tablets in half or using a pill cutter) and that appropriate measuring devices (e.g., pill boxes, oral syringes, droppers) are provided and instruction on their use given.

**MEDS-P      PREVENTION**

**OUTCOME:** The patient/family will understand ways to prevent medical errors.

**STANDARDS:**

1. Discuss the types of medical errors:
  - a.      Medicine
  - b.      Surgery
  - c.      Diagnosis
  - d.      Equipment
  - e.      Lab reports
2. Explain that medical errors can occur anywhere in the healthcare system including the hospital, clinic, outpatient surgery center, doctor's office, nursing home, pharmacy, patient's home, and referral services.
3. Discuss with patients/family members that it is important for them to take an active role in their healthcare.
4. Discuss the importance of knowing who the patient may contact for medical advice and information.
5. Discuss the importance of all healthcare workers being aware of your health and care and having your medical record available.
6. Instruct patient that if necessary, a family member or friend may accompany them to their appointment.
7. Explain that when possible, you should select a hospital that has experience in the procedures that you need.
8. Emphasize the importance of proper hand washing in the prevention of disease transmission. Encourage the patient to ask the healthcare worker about hand washing if there are any concerns.

**MEDS-TE TESTS**

**OUTCOME:** The patient/family will understand the importance of knowing what test(s) will be performed, why they will be performed, and how to obtain the results.

**STANDARDS:**

1. Explain to the patient/family the procedure of asking about tests that are ordered and the reasons for them. Emphasize the importance of knowing what tests will be done and why they will be done.
2. Explain to the patient how to obtain test results if they have not been provided.